



TERRY L. STEWART - DIRECTOR

JULY - 2001

Dealing with the Dangers of Highway 85

State officials recognized even before construction of the ASPC-Lewis began, something would have to be done to lessen the dangers on Arizona Highway 85 where the prison sits. The Department of Transportation subsequently, constructed an interchange and divided the highway along a two-mile stretch running adjacent to the prison to enhance prison traffic safety.

But in the meantime, ASPC-Lewis employees, Buckeye residents, and Arizona officials are still very aware that

two lanes are too deadly.

According to state officials, since December, 12 people have lost their lives on Arizona 85.

The two-lane highway between Interstates 10 and 8, the main corridor to ASPC-Lewis, is a 37 mile road between the Towns of Buckeye and Gila Bend. Widely used by both private and commercial vehicles, it remains the only non-interstate portion of the route between Phoenix and San Diego.

continued on page 7



Highway 85 claims another victim

ADC Brings in the BOSS



BOSS Chair Scans Inmate for Contraband

The B.O.S.S. Chair is not an overstuffed, leather chair in the warden's office, but a new device used to improve staff safety.

B.O.S.S., is an acronym for Body Orifice Scanning System. The chair-like device detects the presence of metals hidden in inmate body cavities

and is the latest in security technology.

Six "Big B.O.S.S." models purchased by the Department for \$6,500 each, scan metals hidden in the mouth, lower digestive tract, rectal area and feet, and alerts corrections staff if metal contraband is detected. However, the chair does not identify the specific type of contraband concealed.

"I'm very impressed with the B.O.S.S. Chair. Previously, the Department had no reliable way of detecting materials hidden in body cavities. The B.O.S.S. Chair allows us to successfully detect metal

continued on page 8

Directions has expanded to 12 pages. In the upcoming issues look for such things as progress reports from QWL-21 and TQM, an employee promotions page and employee perspectives on their jobs.

In This Issue...

Director's Perspective: Redefining our Vision: Building a legacy.....2

Who would have ever thought John Dillinger's guns would be housed in display cases built by ACI?..... 6

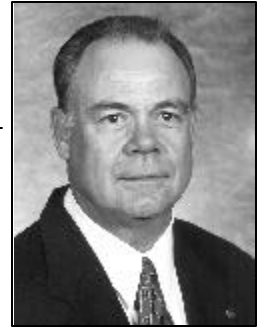
Highway 85 is not only dangerous but it's a drug smuggling route.....7

Nursing within the prison walls is full of opportunities and challenges9

"Serving on the Venture Board, I take away a healthy appreciation for ADC Employees," said Frank Nageotte.... 10

DIRECTOR'S PERSPECTIVE

by Terry L. Stewart



REDEFINING OUR VISION: BUILDING A LEGACY

Twice a year, the Executive Staff of the Department gathers at an Agency Business Conference to discuss such things as improving operations, employee job satisfaction, working conditions, and most importantly, where we've been and where we are going. At the most recent conference, I stressed the importance of responsible leadership, and a commitment to ensure a legacy for future Department administrations to follow.

A legacy is something handed down from an ancestor. Organizationally, a legacy is developed through the organization's culture and core values, which are "bought into," or embraced by all employees. Once those core values are established, it should not matter who leads, directs or steers the course because those values will be in place for future generations. Our legacy is not the ideas or views of one leader or the next. The ideology of the Department will remain consistent, even if leaders change.

The Arizona Department of Corrections already has seen success in becoming a national model for other corrections agencies, becoming a recognized member of the criminal justice system, operating in a cost effective manner, and ensuring public, inmate, and employee safety. Our Department is among the "best in class" in preventing inmate escapes, meaning we are in the top ten among state corrections departments nationwide. But is it enough? Are we to be content with where we are, or should our vision for the future look toward more improvement?

I like to think that at this point, our Department is like a fine-tuned automobile. Its motor is running at an optimal performance, and there is plenty of gas in the tank. But we have to do some preventative maintenance to ensure this vehicle takes us to our pinnacle 20 or 30 years from now.

We are a team of approximately 11,000 employees. If we are to live up to the tenets of QWL-21, we must develop an agency that is representative of all levels of employees by better communicating with and listening to our employees, and acting on the issues raised. By the end of the year, our new vision will be revised to promote widespread employee participation, and recognition of a workforce consisting of several generations ranging in age from 18 to 65.

To better reflect the ADC today, representatives of the Office of Strategic Planning and Budgeting soon will be going out into the field to encourage employees to participate in developing the new vision.

Once that has occurred, ways of communicating our new vision will include describing it at new employee orientations and distributing wallet-size cards with the new vision for employees to carry as a reference. Also, strategic planning training will be available to all supervisors and managers.

The cornerstone of our legacy will be to have a unified direction communicated to all employees.

"Directions"
is an official publication of the
Arizona Department of Corrections
Terry L. Stewart, Director
Michael A. Arra,
Public Affairs Administrator
Virginia Strankman,
Newsletter Editor



Web site:
adcprisoninfo.az.gov

Printed by
Arizona Correctional Industries

Media & Public Relations Office,
1601 W. Jefferson
Questions and comments
may be submitted to
Newsletter Editor
Mail Code 441,
Phoenix, AZ 85007
Phone (602) 542-3133

QWL-21 Status Report:

INDEX	CATEGORY DESCRIPTION	ACTIVITY
1.0	Major shift culture/Open dialogue	Administrative and supervisory staff continue to strengthen the relationship between themselves and line/support staff with open and honest communication; providing information and listening to staff concerns. AD Hughes, Community Corrections, has met with parole staff in Pima West, Mesa Iron, Maricopa Southern, and Home Arrest offices.
8.0	Equipment and supplies	Voice mail has been installed in each parole office.
10.0	Safety and staff shortages/ Parole Officers	Parole Officers are being armed for personal protection.
11.0	Training	Training and qualifying is scheduled to begin in mid-July.
13.0	Paperwork	The final revision of the TQM committee's recommendations is underway.
16.0	Recognition/Peer to Peer	The committee is preparing a recommendation for a pilot form to comply with DOI 14 Forms Management System.
17.0	Pay	Final draft of DO #506 is nearing completion.
19.0	Investigations and Discipline/ Managers Training	Total number of requests as of 7/17/01 is 151. The estimated dollar amount requested is \$465,592. Program is on hold until a funding source has been identified.
21.0	Leadership	Training held on June 1, 2001 for Administrators. The TQM Team has reviewed DO #508, <i>Employee Discipline</i> , and revisions are being forwarded to the Employee Relations Unit for incorporating into final draft.
		Pending Dr. Stephen Vicchio's Study

"Thinking Outside the Box" with TQM Teams

By TQM Consultant Richard Gorley

The Department's Total Quality Management (TQM) program continues to evolve as it becomes a partner with the Business Solutions Council. The Department's TQM initiative will continue to emphasize teamwork as a means of improving operational effectiveness, efficiency and the quality of work life. This new process will allow TQM Teams in the field to share their recommendations with the Council by directly inputting recommended changes to the Department's executives through their appropriate chain of command. In addition, the TQM section in OSPB has expanded not only its staff with the addition of Vicky Barrett, formerly with the Director's Office, but also our facilitation services, team building exercises and facilitator training.

Currently, there are more than 20 formal TQM teams operating in the Department, involving more than two hundred staff members. In Health Services there are six "Destiny" Teams which focus on supporting the Division's employees and goals. The teams cover many facets including managed care, professionalism of staff, technology and cost-effectiveness. Many teams are focusing efforts on their

diverse day-to-day Department operations, such as identifying ways to streamline ADC warehouse operations. That team is making recommendations to reduce the number of on-line items in the warehouse and upgrade inventory technology currently being used by the Department, to enable complexes across the state to share resources.

The Tucson Complex has a team making recommendations to improve inmate compliance to DI 140, by developing workable inspection and documentation procedures to enforce compliance with that specific Director's Instruction.

And of course, the Quality of Work Life (QWL-21) will continue to generate many more TQM teams in the months to come. In the very near future, a formal TQM team reporting process will be put into place to allow all complexes and divisions to share their findings and recommendations with all Department entities. Lastly, "Thinking Outside the Box" with TQM teams in the field will become a regular feature in Directions. Do you have an update or idea - pass it on to the Department's TQM Consultant, **Richard Gorley** at (602) 542-3800, ADC OSPB, Office of the Director.

Employees of the Year Join the List of t

More than 100 employees received recognition at last month's Quarterly Administrators Meeting.

In addition to Length of Service Awards, Special Recognition Awards, Director's Unit Citation Awards, Meritorious Service Awards, Community Service Awards and Lifesaving Awards, June's Administrators meeting included the Employee of the Year Awards. As provided by Department Order 506 the employees of the year will receive 16 hours of recognition leave.



CO of the Year (Security) Linda Wischman

Linda Wischmann, Correctional Officer II from ASPC-Winslow was named Correctional Officer (Security) Employee of the Year. She performed superbly in a number of areas around the Coronado Unit at Winslow. As the Tool Control Officer, she was asked to help another unit in its tool reconciliation, and when the tools were consolidated from all the units, she was indispensable in establishing the procedures and documentation for the Complex tool room. Officer Wischmann, is also the Mail and Property Officer, and because Coronado is the pilot location for the Inmate Programming Plan, she has developed procedures where mail and property is collected in accordance with the IPP system. Her ideas have resulted in reduced inmate traffic at the mail and property window.

Ruth Granillo, Correctional Officer III, ASPC Florence was named Correctional Officer (Programs) of the Year. Granillo frequently filled in during absences of



CO of the Year (Programs) Ruth Granillo

the CO IV, and performed this function on numerous occasions and for various lengths of time. At one critical point, her time management and office skills ensured a smooth transition with the inmate population.

Charles Waldrep, Senior Parole Officer, South Maricopa Parole was named Parole Officer of the Year. In January, Parole Officer Waldrep was assigned to manage the difficult case load of Central Arizona Shelter Services. Waldrep volunteered his time at CASS every Saturday from February 2000 to February of this year to lead a recovery group meeting. Last December, he



Parole Officer of the Year Charles Waldrep

received a Certificate of Appreciation from CASS for his service and commitment. Also that month, he was promoted to Senior Parole Officer. But the additional duties have not swayed Mr. Waldrep in his commitment.

Amy Richmond, Personnel

Technician, Personnel Services Bureau was named Support Staff Employee of the Year.

Amy Richmond handled administrative support duties for the



Support Staff of the Year Amy Richmond

Personnel Services Bureau, Employee Relations, CORP, Drug Free Workplace and the Career Academic and Advisory Program. She developed a desk manual for the Employee Relations Unit secretary allowing a new secretary to have points of reference and examples of correspondence. Richmond developed an automated Task List computer tracking program resulting in project deadlines being met.

Debra Harms, Food Service Liaison, ASPC-Winslow shared honors as Support Staff Employee of the Year. Taking food service for granted in a



Support Staff of the Year Debra Harms

prison environment could be a huge mistake, and no one knows that more

se Recognized at the Quarterly Meeting

than Ms. Debra Harms. Debra has fostered excellent working relationships with the contracted food service staff and created a true team atmosphere at ASPC-Winslow. While serving on two TQM committees relating to food service, she also was instrumental in the preparation and writing of the Food Service Technical Manual for the Department. She has set up a training program for inmate kitchen workers in safe food handling.

Dorothy Vigil, Deputy Warden, ASPC-Safford/ Graham Unit is the Department's Administrator of the Year. Ms. Vigil demands the very best from her staff through understanding, support



Administrator of the Year Dorothy Vigil

and a caring attitude. She has placed substantial emphasis on a harassment free work place that provides men and women with the same respectful treatment of fairness and dignity. Also, Ms. Vigil is a major promoter and contributor to SECC and Law Enforcement Torch Run for Special Olympics Arizona.

Don Pinson, Major, ASPC-Phoenix was named the Department's Supervisor of the Year. Mr. Pinson was major contributor to the closure of the Arizona Center for Women. Under Pinson's leadership, he closed parts of the prisons while keeping other functions working for remaining inmates. Also, Pinson coordinated the mass movement of female inmates to Perryville.

Other award recipients included:



Supervisor of the Year Don Pinson

Length of Service Award

30 years Brenda Garcia, Correctional Medical Assistant, ASPC-Florence, **25 years Jessie Camarena**, Senior Parole Officer, Northeast Parole, **Kenneth Coil**, Information Technology Specialist III, ASPC-Florence, **James McFadden**, Warden, ASPC-Lewis, **Mary Nelson**, Administrative Secretary I, ASPC-Winslow, **Carlton Short**, Deputy Warden, ASPC-Florence and **Larry Spurgeon**, Parole Manager, Community Supervision Bureau.

Special Recognition Award

Christopher Copple, Arizona Attorney General's Office, **Randal Howe**, Arizona Attorney General's Office, **James Morrow**, Arizona Attorney General's Office, **Barry Keith**, Administrative Services Officer, Administrative Services, **Mike Smarik**, Assistant Director, Administrative Services, **Mark Lamas**, Correctional Sergeant, ASPC-Eyman, **Todd Peers**, Correctional Officer II, ASPC-Lewis, **Anthony Tedla**, Correctional Lieutenant, ASPC-Florence, **Don Greenwald**, Operations Officer, Prison Operation Security and **Rick Eimerman**, Employee Relations Officer, Human Resources/ Development.

Director's Unit Citation Award

ACI Sewing Division, ASPC-Douglas, ACI Sewing Division, ASPC-Perryville, Correctional Officer Training Academy, Human Resources/Development Education Department, ASPC-Eyman Financial Services Bureau,

Administrative Services SACRC Unit, ASPC-Tucson Security Operations Section Prison Operations and Transportation-Processing Team, ASPC-Phoenix

Meritorious Service Award

Raul Alvarado, Correctional Officer II, ASPC-Eyman, **Antonio Baca**, Correctional Captain, ASPC-Lewis, **Charles Canfield**, Correctional Industries Production Specialist, ACI Copy Services, **Joseph Chapin**, Information Technology Specialist III, ASPC-Safford (Ft. Grant), **Victoria Cota**, Medical Record Librarian II, ASPC-Douglas, **Luis Couturier**, Correctional Officer II, ASPC-Eyman, **Jose De La Torre**, Correctional Officer II, ASPC-Douglas, **Judy Frigo**, Deputy Warden, ASPC-Phoenix, **Trinidad Palacios**, Correctional Industries Product Supervisor, ASPC-Florence, **Louis Pelayo**, Correctional Officer II, ASPC-Yuma, **Jose Quintero**, Correctional Officer II, ASPC-Eyman, **John Sloan**, Information Technology Specialist III, Finance and Accounting Bureau, ACI, **Julia Valdez**, Personnel Liaison, ASPC-Yuma, **Natalie Waardenburg**, Administrative Assistant II, ASPC-Florence and **Diann Weiss**, Supervisor, Personnel Administrative Services

Community Service Award

Charles Budka, Correctional Officer II, ASPC-Phoenix, Alhambra/Flamenco, **Oaneer DelCid**, Correctional Officer II, ASPC-Florence, **Karri Hook**, Correctional Officer II, ASPC-Perryville, **Victoria Romero**, Correctional Officer II, ASPC-Perryville, **Ernest Barragan**, Correctional Officer II, Community Corrections, **R.J. Harrison**, Correctional Officer II, Community Corrections and **Lawrence Maguire**, Investigator III, Backgrounds Investigations Unit

Lifesaving Award

Karen Gregory, Correctional Officer II, ASPC-Perryville, **Rex Nelson**, Correctional Officer II, ASPC-Perryville and **Raynaldo Ortiz**, Correctional Officer II, ASPC-Perryville

ACI Trophy Case Displays a Cops and Robbers Story

Who would have ever thought a display case built by prison inmates, would be used by policemen to display memorabilia surrounding one of America's most notorious criminals?

Ironic, but true. Arizona Correctional Industries received a request by the Tucson Police Department for a large display case a few months ago. The large maple veneer cases with maple hardwood molding are now standing in the T.P.D.'s main lobby. But it's not only the beautiful cases and the fascinating police memorabilia that catch the public's eye, it's what's inside of one of them - machine guns once belonging to Public Enemy Number One John Dillinger.

In January, 1934, the notorious gangster and bank robber was laying low in Tucson with six of his gang members. Following a fire in the Congress Hotel where the gang was staying, information was obtained as

to their true identities. Within a short time, Tucson police staked out the gang members' new hideouts, and arrested them all. Without firing a single shot, the police of 1934 small town Tucson had done what the combined forces of several states and the city of Chicago had tried so long and unsuccessfully to do - capture John Dillinger. The Tucson police also recovered the weapons they now have on display in the ACI-built trophy case.

And in case you don't know the rest, Dillinger was extradited to Chicago where he was placed in a county jail. A month later he stunned the nation by single-handedly escaping prison with a pistol carved from an old washboard and blackened with boot polish. On July 22, 1934, five months after his bold jail break, Dillinger was exiting the Biograph Theater in Chicago with two women, one of them wearing a signal red dress. John Dillinger was



ACI cases with Dillinger memorabilia

gunned down by FBI agent Marvin Pervis and other FBI agents in front of the theater.

Heroic Effort at ASPC-Winslow

Two Winslow Officers foil a prison escape attempt.

On June 25, ASPC-Winslow Correctional Officers **Steven Nettles** and **Michael Williams** were supervising a work crew of inmates along I-40 near Williams, Arizona, when an inmate bolted away from the group.

As the group was preparing for lunch, the inmate began to run and strip out of his ADC clothing. Officer Nettles saw an orange flash and used his radio to call Williams. Nettles ran the inmate down after a three-quarter mile chase, gassed and cuffed him. Nettles phoned Williams, who phoned Complex Control. Nettles and Williams activated Incident Management

System and secured the other inmates in the vans.

After being captured and sprayed, the inmate who claimed he was dying of cancer, begged Officer Nettles to "just kill him."

Officer Nettles and Williams followed the appropriate procedures to ensure the capture of the inmate, and that the incident didn't escalate into a more dangerous situation.

Congratulations Officers on a job well done!



Correctional Officers Williams and Nettles

continued from page 1

The dangers of Highway 85 have affected the lives of ASPC-Lewis employees.

ASPC-Lewis Correctional Officer II **Andre Rodriguez** said, "We receive plenty of calls to help out accident victims on Highway 85. You have always got to be on your toes. Every time I'm on it, I'm fully alert. I've seen semi-trucks crush little cars in head-on collisions to the point where nothing was left of the car."

Correctional Officer II **Jeff Stewart** once responded to a head-on collision on Highway 85 where four people were killed.

Stewart, a certified EMT, arrived at the accident and assisted the Buckeye Fire Department in setting up intravenous lines and applying the "Jaws of Life," a victim extricating device. Stewart and the Buckeye Fire Department were able to rescue a passenger from the wreckage.

According to ASPC-Lewis Program Project Specialist **CarolAnn Bolick**, "The crashes on highway 85 are a result of poor driving. All too often, passing drivers' impatience cloud their judgement and they try to pass when it's not safe."

The Arizona Department of

Transportation's efforts to improve Highway 85 did not end with the traffic interchange by the prison. Construction is scheduled to begin this fiscal year near ASPC-Lewis on a \$101.8 million project to widen 35 miles of the highway. By 2006, the majority of the project is expected to be complete, with most of it in the vicinity of the prison.

Deborah Hunt, an Administrative Assistant III at ASPC Lewis said, "Construction to Highway 85 is so past due. My children are more concerned with me driving to work than working in a prison."

Highway is Smuggling Route Too

Arizona Highway 85 is not only dangerous, it's a drug trafficking route.

Just ask Associate Deputy Warden **Tony Baca**, Sergeant **Randy Cain**, and CO II **Steve Arvallo** of ASPC-Lewis, who assisted in the recovery of a pretty hefty load of marijuana and the arrest of two dope smugglers from south of the border recently.

The K-9 crew was called to assist the Buckeye Police Department in the chase of two suspects who had fled from a van loaded with 600 pounds of marijuana. The van had been chased by the police onto a dirt road when it crashed into an irrigation ditch about 10 miles north of the prison. One of the suspects was caught almost immediately, but Baca, Cain, and K-9 "Sasha", a redbone hound, pursued another suspect across two farm fields,

across a canal, and into an area of heavy vegetation adjacent to the Gila River. While Officer Arvallo assisted law enforcement officers at the site of the marijuana filled van, Baca, Cain, and Sasha caught up to their man trying to hide in the water of the river.



Sgt. Randy Cain, CO II Steve Arvallo and ADW Antonio Baca

"When he came out of the water, I drew my gun and asked him in both English and Spanish to raise his hands. He took his left hand out, and

then finally his right. It was a little scary, but it was an adrenaline rush," Associate Deputy Warden Baca said.

Both suspects, who were Mexican Nationals, were arrested by police, who estimated the street value of the marijuana at one million dollars.

Associate Deputy Warden Baca, a 20-year veteran dog tracker, says the job never gets old, and that every chase is an exciting one.

This chase must certainly fall into that category.

Did you know that...?

- In June, 2001, Arizona Correctional Industries, for the first time ever, exceeded the 1,700 mark in number of inmates employed.
- In Fiscal Year 2000, ACI realized a profit of more than \$1.4 million with annual revenues reaching almost \$19 million.
- ACI operations contributed directly and indirectly to the Arizona economy through expenditures for materials, supplies, and outside services. Those contributions totaled approximately \$14.1 million.
- ACI staff salaries were \$2.7 million, creating more than \$2.4 million in direct demand for goods and services by ACI.
- ACI expenditures resulted in the additional indirect economic impact including the creation of 319 new jobs and a corresponding demand for additional goods and services.
- ACI receives no appropriated funding, and its operations have been fiscally self sufficient since 1992.
- This June, ACI contributed \$1-million of its earnings to the state general fund for the third consecutive year.

Prepared by ACI



BOSS Chair scans inmate's shoes

contraband,” said ASPC-Eyman Warden **Jeff Hood**. “The implementation and success of the B.O.S.S. Chair in Arizona prisons is another example of the priority placed upon staff safety and the security of our prisons.”

According to **Shawn Donlay**, an operator of the B.O.S.S. Chair and a Training Officer at ASPC-Eyman’s SMU II, the B.O.S.S. Chair will save the Department money and manpower. Prior to the chair, Inmates were placed in a

“dry cell” under the supervision of an officer, and the officer would watch the inmate until he defecated. The process often took hours or days.

Introduced in June to the ADC, the B.O.S.S. Chair is already paying off. During its first week, the B.O.S.S. Chair discovered four inmates concealing metal objects in their shower thongs, an inmate hiding a spool of copper wire in his mouth and two inmates hiding items in their rectums: one inmate hid a cigarette lighter and the other a medical syringe.

The Chair has made some amazing discoveries. One inmate had a stinger, nail clippers, full-size tweezers, wire, sewing needle, 2 safety pins, necklace, and paper clip concealed in his rectum. Another inmate was found with a five by one inch piece of metal and wristwatch concealed in the same fashion.

“SMU II is the most secure unit, and the B.O.S.S. Chair will enhance safety even more. Inmates are intimidated by it, and when word

gets out, they will realize they have no place to conceal contraband,” said Donlay.

B.O.S.S. technology is in place at ASPC-Perryville, Phoenix, Lewis, Tucson and SMU I and II. ADC plans to purchase additional chairs for the remaining complexes.



Inmate's head checked for hidden objects

ASPC-Douglas Funds Housing

The city of Douglas and Arizona Department of Corrections are providing affordable housing in the city of Douglas and the surrounding area to ADC employees with incomes that do not exceed 100 percent of the median income for Cochise County.

Rancho La Perilla, a newly opened 80-unit apartment complex in Douglas, recently began renting ADC employees housing at discounted rates. The Department employees have first priority for five units and 10 percent rental discounts are offered to first-time renters.

The Department was instrumental in obtaining \$407,516 of the \$4.6 million in funding provided by the Prison Cities Housing Development Fund to fund Rancho La Perilla.



Rancho La Perilla opens doors to ADC employees

A Nurse's Perspective

by Nursing Supervisor Judy Waggoner

In my 30 years, I have worked in the fields of bedside, emergency room, ambulance, intensive care and mental health nursing. Fate, not choice, placed me "behind bars" for the "last hurrah" in my nursing career.

Nursing within the prison walls is full of opportunities and challenges. There are many inmates who have had little, if any health care before incarceration. Many come from violent backgrounds. It's not uncommon for an inmate to show you a scar from a gunshot wound or stabbing.

There are no well-equipped trauma centers located within the prisons. Many times, lives depend on the knowledge and quick action of the nursing staff. In one instance, an

inmate was stabbed numerous times, including a stab wound that penetrated his heart. If not for the quick action of medical staff, the inmate would have died. The lack of elaborate medical equipment used in most prisons makes this story more amazing.

Inmate's life-styles put them at risk for infectious diseases such as tuberculosis, HIV and hepatitis. Teaching life-style changes to decrease their risk of contracting these diseases has been tasked to nursing. As in many community settings, inmates come to the nurse to get the information they need to set their minds at ease.

Nursing observations can make a difference in early detection of potentially serious health problems. An inmate came into the clinic with a "cold sore" and wanted some Blistex for it. Careful history taking by the nurse discovered the "cold sore" had been present for almost a month and was getting worse. Referral to the physician

and a biopsy discovered squamous cell carcinoma.

When I went into the Department, I thought this would be a cushy job to end my nursing career. I even used this line to attract older nurses, as I attempted to recruit nurses when I became a supervisor. I once told a potential candidate this would be a good, slow-paced job to help transition into the retirement stage of our lives.

Was I ever wrong! After several weeks of a steady, hectic pace, I hear her comment, "so, this is a really nice job for an old lady!" (I don't use that line anymore)

There are rewards in nursing within the Department. As with any type of nursing, when

a patient says, "Thank you for caring", those words can make all the difference in the world. I realize we may be working with people who may be considered social outcasts, however, they are still people with needs and feelings.

I have no regrets about taking my profession behind bars. All experiences have not been pleasant, but we have good and bad experiences in any job. A vast majority of inmates housed in state prisons will be released back into society. We may never realize the impact we have made in the lives of others, but the prisons may offer nurses an opportunity to make a positive difference in the lives of those who need us most.

Recently, an inmate who was dying from liver cancer, asked to talk to me. He told me about his fears. It wasn't the fear of dying, it was the fear of the dying process. Having someone turn him and bathe him and tend to his every



Nursing Supervisor Judy Waggoner

What's New at: adcprisoninfo.az.gov

There are revisions to the following Director's Instructions:

- **DI 164** - Staff Safety Hotline
- **DI 171** Blue Jeans
- **D067** Protective Segregation
- **D125** Protective Segregation

The following Department Order changes have been made:

- New **DO 522** Drug-Free Workplace.
- Revision to **DO 401** Prison Construction, **DO 204** Volunteer Services, **DO 503** Employee Grooming and Dress, **DO 702** Key Control
- **Health Services** web pages have been reworked to reflect name and personnel changes
- **IN THE NEWS**, the Media & Public Relations Office reprint of ADC's press coverage, had expanded. There are now over 400 news articles covering 22 publications, and this library is expanding daily. Access it at adcprisoninfo.az.gov/ITN/ITNsearch.html

Paul Lamprill ADC Webmaster

"bodily function" and not being able to do anything for himself. He talked about the humiliation of dying within the prison walls and talked about alienation from his family at a time when he needed them most. I was looking into the eyes of someone who had been totally independent his entire life, and now was facing the fact he would have to depend on others to help him die. When he finished talking, he thanked me for caring. Sometimes, that's all you have to do and it may seem so trivial, but mean so much to someone else. Isn't that what nursing is all about, no matter what setting you're in?

Former Venture Board Member Retires

After 13 years of service on the Venture Board and the New Business Solutions Council, Mr. Frank Nageotte is regrettably stepping down.

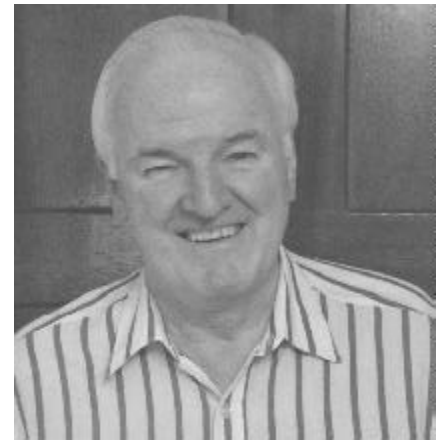
One of the Venture Boards founding fathers, a group made up of private sector executives who assist the Department in realizing its mission by developing recommendations to provide more efficient services and policies, Nageotte was instrumental in finding ways to improve the efficiency of the Arizona Department of Corrections filing system, pharmacy program, medical transportation and food services.

"I had no expertise in criminology, I was more into making suggestions on procedures to make things run

easier. The Venture Board didn't go into prisons and try to reinvent the wheel. Many times we examined successful strategies that were already in place in one prison, and communicated those strategies to the rest of the prisons in the Department," said Nageotte.

Mr. Frank Nageotte retired as President and Chief Operating Officer at Greyhound (now Viad) Corporation after ascending through the corporate ranks. He was previously the Venture Team Board chairman.

"Serving on the Venture Board, I take away a healthier appreciation and respect for the Arizona Department of Corrections. It's the greatest untold story. When something goes wrong in a prison its not only a black mark



Mr. Frank Nageotte

against the prison, it effects lives and the surrounding communities. Department of Corrections gives its taxpayers the most bang for their buck," said Nageotte.

Staff Safety Update

by Don Brown, Safety Officer

For six months, the Staff Safety Hotline has been working as designed.

Director **Stewart** and prison management are examining safety issues brought to their attention. Throughout the state, wardens and their staff have established operational policies to work out safety issues before they become a concern.

The following are examples of how the hotline has worked to improve safety in the ADC workplace:

January

A CO reported hearing protection had not been provided to tower officers in accordance with post orders. As a result, hearing protection was given to the towers the next day, and Deputy Wardens were asked to inspect their towers for compliance.

A staff officer reported a concern with the relocation of an x-ray machine next to his office. The x-ray machine was inspected and certified operational by the State of Arizona within a week.

A CO reported sharp instruments being used by inmates in a program. The tools were replaced the next day with

instruments less hazardous to staff.

February

A CO reported protective vests were unserviceable because of broken buckles and vests were ragged, etc., and protective gloves were not provided in accordance with D.O. 152. As a result, protective vests were inspected and upgraded by the Warden and his staff. Protective gloves have been reviewed by the uniform committee, and the technology committee for suitability, and limited issue of suitable protective gloves is set to proceed.

A CO reported a cracked windshield in a van that had not been repaired for a long period of time. The windshield was replaced five days later.

April

A report filed indicated a control room pass-through cylinder caused serious hand injuries to more than one staff member when trying to retrieve their keys. Within four days temporary signs were posted and permanent signs ordered. Also, memos were addressed to staff advising them of the hazard.

A base-station radio was reported

inoperable, and replaced by a hand-held radio. The radio was replaced by a spare base station radio within four days.

May

A CO reported a faulty locking mechanism leading to a pod. The mechanism was inspected, and fully operational. This report uncovered an administrative reporting procedure that was corrected.

A CO reported personnel could not be properly identified at night when passing through a briefing gate. The unit's staff safety liaison inspected the location at the warden's direction. Lighting was added, and cameras were adjusted within four days.

June

A CO reported camera problems at several locations. The camera problems were fixed by the vendor. This report brought other camera problems to the attention of the administration. A plan and system analysis is being put into place.

Don't forget for your safety! The Staff Safety Hot Line Number is **1-866-787-SAFE (7233)**.

Douglas Grads Receive ADC Scholarships

For the second year, two Douglas High School graduates were recently awarded scholarships by the Complex Correctional Officer Recruitment and Retention Advocates at the Arizona Department of Corrections.

This year the CORA scholarships were in the names of Director **Terry L. Stewart** and Correctional Officer II, **Brent Lumley**. The first scholarship was placed in the name of Director Stewart because of his dedication to staff safety and his continual support for his staff. He has worked very hard with the Legislature and the public to ensure



Warden Flanagan, CO Stemple and RUSH's Blanca Cruz and scholarship recipients Cynthia Carrizoza and Robert Rodriguez

was selected for the Director Terry Stewart scholarship.

The second scholarship is dedicated to Correctional Officer II Brent W. Lumley, who was killed in the line of duty on March 7, 1997 at the San Juan Unit in Perryville. Officer Lumley was a dedicated Officer and a person that cared about the public and staff. Officer Lumley ultimately gave his life while protecting the

correctional staff is never forgotten, and legislators understand the dangers of working in a prison. Cynthia Carrizoza

public. Robert Rodriguez was selected for the Correctional Officer II Brent Lumley scholarship.

A Visitor From Holland

A 17-year-old foreign exchange student from Holland, hosted by Total Quality Management Executive Consultant **Vicky Barrett**, paid a visit to the Arizona Department of Corrections.

Elmarije Van Straalen is a high school student from Houten in Utrecht, an area in the southern part of the Netherlands.

On the State's "Bring Your Child To Work Day," Elmarije was pleased to tour ADC, meet government officials and visit the Capitol.



Elmarije and ADC's Milo

Van Straalen, who plans to study international management in the fall, was fascinated with the daily operations of state government.

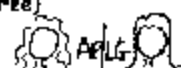
Pun Intended

Items found in a recent "Boss" Chair search



Tattoo gun
Ice Pick
Razor Blades
Pez Dispenser (Tweety Bird)
Nail file
Three Blind Mice (not running)

Timex watch (still ticking)
Grenade
Black's Law Dictionary (sixth edition)
Machete
Partridge (in a pear tree)



ADC Keeps Flame of Hope Alive

They may not win any medals but Arizona Department of Corrections employees are heroes to thousands of Special Olympians.

Each year, ADC employees champion the cause of Special Olympic athletes in Arizona through the Law Enforcement Torch Run (LETR). The Torch Run, a series of relays run by law enforcement personnel, leads up to the opening ceremonies of the Summer Games.

ADC's fundraising efforts ended last month.

Law enforcement participation in Special Olympics has paid off. Over the years, the Torch Run campaign has grown, becoming the single largest fund-raiser for Special Olympics Arizona – bringing in \$360,000 last year with expectations surpassing that amount this year. ADC employees have donated the lion's share of this amount by raising more than \$250,000 over the last three years.

After the annual Torch Run conference in Prescott, ADC



Bags of pennies from ASPC-Safford
employees pulled together by selling merchandise and holding special events throughout the state.

"ADC employees deserve the credit for the success of the campaign," said Deputy Director

Charles L. Ryan. "It is through their efforts and generosity that we are able to accomplish so much."

The following are some of the creative ways the Department raised money for LETR this year.

ASPC-Safford got into the spirit of



Runners participating in the final leg of the 2001 Torch Run

the campaign by holding a penny competition pitting the complex units against one another to see who could raise the most pennies. More than \$1,000 was raised through the penny drive.

CO II **Richard Fowler** and COIV **Michele McComas** of ASPC-Winslow helped organize the 2001 Navajo/Apache Counties Special Olympic Spring Games, a venue for Special Olympians from Northern Arizona to showcase their athletic skills but most of all demonstrate their determination and enthusiasm. Representatives of the Winslow Tactical Service Unit and their families also lent a hand at the Spring Games by presenting awards, volunteering to be huggers, timers and runners.

The resounding thunder of roaring motorcycles was heard when ASPC-Eyman and ASPC-Winslow held their third and second annual (respectively) motorcycle Poker Runs. The events attracted motorcyclists and spectators from across the state who gathered together to raise money for

Special Olympics. Both events combined raised more than \$3,000.

For the past four years, ASPC-Tucson Deputy Warden **Jack Young** rode his bike from the city of Douglas to Phoenix in a grueling 300-mile trek to raise money for Special

Olympics. During this year's campaign, he recruited 10 corrections officers to join him. Young and his crew's journey ended at the Summer Game's opening ceremony in Ahwatukee

Golf tournaments are always popular events for ADC employees. Central office held its fourth annual tournament attracting a diverse field of competitive

golfers and raising nearly \$3,000.

Cindy Neese, the ASPC-Perryville



ASPC-Winslow Poker Run

coordinator, sponsored the first-ever tournament at the Wigwam Resort earning more than \$1,000.

The hard work and generosity of ADC employees provides thousands of Special Olympic athletes a chance to compete and meet new friends.